

**METHOD AND APPARATUS OF DYNAMIC DEVICE ALLOCATION FOR
MANAGING ESCALATION OF ON DEMAND BUSINESS PROCESSES**

Abstract of the Disclosure

5 Resource allocation techniques are provided for use in managing escalation of on-demand business processes. For example, in one aspect of the invention, a technique for managing escalation of a business process comprises the following steps/operations. A request is obtained from a business process, the business process having one or more tasks associated therewith. The one or more tasks are mapped to one or more roles. One
10 or more available resources are allocated for the one or more roles. At least one communication session is launched such that data associated with the business process may be transferred to the one or more allocated resources.